

WHAT'S UP, DACH?

May 14, 2003 Issue 32

By Amy Stover, PAO, 286-7954

HOT News

DACH Staff on Television

Population Health Beat, a weekly medical segment on the post's television show, Fort Hood on Track, airs Thursdays at 7 p.m. and Sundays at 4:30 p.m. on KNCT-TV. The show features DACH staff members and health programs. It is also shown daily on channel 10 at 10 a.m., 2 p.m., and 4 p.m.

MEDDAC Happenings

Volunteers Needed May 23 for Haynes Field Day

Haynes Elementary School, Darnall's adopted school will hold its annual field day May 23 from 8 a.m. to 4 p.m.

This is a day where all of the students participate in sports and fun activities such as tug-o-war, water balloon toss, shuttle run, dunking booth, bouncy moon castle and others. Volunteers are needed to help in all areas such as manning stations, hosting events, monitoring kids, and assisting children with special needs.

Master Sgt. John Moore is the coordinator for volunteers. He can be contacted on Outlook email, or at 286-7265.

1st Sgt. Manuel Robles will be coordinating the logistics. He can be contacted on Outlook, or at 286-7269.

Commander's Corner



Darnall Team,

I want to take a moment and truly thank our Reserve personnel for all the support they have provided this hospital organization over the past four months.

Putting your civilian life on hold to answer your country's call to duty can be difficult.

All of us at Darnall are aware of the many sacrifices you have made to be here and are very appreciative of your dedicated service.

Your positive attitude and willingness to get the job done have proven that you are indeed, "Number One."

Your hard work and commitment is a credit to you, your home units and to the Army. Without your dedication, selfless service and personal sacrifice, we would not even come close to meeting our mission.

You have demonstrated exceptional talent and positive attitudes. We and our patients are extremely happy that you are here.

You exemplify the Army of One concept and live the "Number One" vision of this hospital organization.

I would also like to thank all of the permanent staff for continuing to put in the extra effort during this challenging period for the MEDDAC. Thank you for welcoming our Reserve personnel and for treating them like one of the family.

I am very proud to be your commander.

Thank you for all your hard work,

Hooah!

Col. Donald J. Kasperik

Training Opportunities

Customer Service Class

The next Customer Service Class is scheduled for May 16 from 7:30-11:30 a.m. in the hospital auditorium.

For more information, please call 288-8156.

Hazcom/Spill Class

The Hazcom/Spill Class is scheduled for May 27 from 8 a.m. to noon in building 36001, room 150.

NCOIC's and/or assistants that did not attend the class before September 2002 must do so now. Spill drills will begin in May 2003.

To register for the class, please call the Safety Office at 286-7381 or 288-8477.

Safety and the Manager

The next Safety and the Manager class is scheduled for May 28 from 8 a.m. to 4 p.m. in building 36001, room 158. This class is mandatory for all supervisors.

To register for the class, please call the Safety Office at 286-7381 or 288-8477.

MEDDAC Supervisors Training

This training is scheduled for May 28 at 8 a.m. at the Soldier Development Center. It is designed specifically for new civil service supervisors, but current supervisors are welcome to attend.

The training will feature information on the Resumix referral list, workman's comp, negotiated agreement, the employee assistance program, and the equal employment opportunity programs.

Please contact Carol Price or Carolyn Williams at 286-7238 to register for the class.

Kudos for APFT Honors:

LTC Foppiano, MAJ Kidwell, MAJ McKinney, MAJ Nuemeier MAJ Roofe, MAJ Song, CPT Tonkinson, CPT Hughes, CPT Hile, CPT Bose, CPT Hardman, CPT Fandre, CPT Perrotta, CPT Gruver, CPT Laird, CPT Klotz, CPT Bachman, CPT Dandridge, CPT Davis, OC Gordon, MSG Mosley, SFC O'Neil, SFC Sweeten, SFC Rodriguez, SFC Lawyer-Jefferson, SSG Holmgren, SSG Facey, SSG Pernot, SSG Martinez, SSG Deluna, SSG Jones, SGT Buchanan, SGT Lindstrom, SPC Miller, SPC Mayes, SPC Laurence, PFC Cruz



Did You Know?

FEHB and Part-Time Employees

Employees who enrolled in the Federal Employees Health Benefits program when they were full-time employees but are now part-time employees maybe paying the wrong premiums for their health benefits. Part-time employees should be paying a higher portion of the health premium. For example, Mail Handler's individual plan, low option, normally costs an employee \$64.29/pay period. The government's share is \$109.30. Part-time employees should pay between \$100-125 per pay period.

Please check your Leave and Earnings Statement if you think you may be affected.

If you have any questions, please call Mike Ross at 287-0395

Civilian Insurance Provider Visit

A Mail Handlers Benefit Plan representative is scheduled to visit Darnall May 30 from 9 a.m. to 2 p.m.

If you have questions or concerns, please feel free to stop by building 36001, room 251. For more information on Mail Handlers Benefit plan, log on to www.mhbp.com or call 1-800-410-7778.



Command Climate Survey Results

There were 747 respondents to the March 2003 MEDDAC Command Climate Survey: 33 percent military, 47percent DoD civilians, 20 percent contract personnel, compared to 360 respondents to the December 2001 survey.

The majority of individuals who responded to the MEDDAC Command Climate Survey stated that their work area is a good place to work. Employees commented that their job provides them with a sense of personal accomplishment and pride. Those in their area work together effectively as a team, and help each other during periods of heavy workload. Males and females, and persons of different racial and ethnic groups get along well. Equal Opportunity (EO) Programs are actively supported in the organization. Respondents discussed a need for more resources and staff. More resources are needed to support the population, staff, and initiatives. Allocation of more resources-funds, personnel, and space is always a concern.

Great teamwork exists despite increased mission requirements. With the continuing deployment of soldiers and the slow decline in staff, we are doing very well at taking care of our patients and giving them the care they need and deserve. Respondents feel that MEDDAC has a good reputation with those customers who use our products and services. Employees responded that their supervisor informs them of what is expected and they feel they can discuss areas of concern with their supervisor. Some individuals perceive that supervisors sometimes put their own interests ahead of the mission and subordinates. Personnel want decisions to be made at the lowest possible level. Employees feel that leadership should involve employees in the discussion and decision-making process. Comments pertaining to supervisors and leadership included the need to express more appreciation to others and recognize their achievements and individuals who deserve awards don't always receive them. Supervisors should be more accountable for their actions. Some perceive that supervisors do not correct poor performers in their work area, and discipline is not always administered fairly.

218 positive comments were made about care of people, such as: the command demands high standards, places emphasis on being the Number One Healthcare Organization, and employees feel proud to be part of an organization that cares.

JCAHO Journal

The recent JCAHO mock survey uncovered several "opportunities to improve." The majority of the findings were items that staff already knew about and had been reported in multiple forums

Some findings were also noted during previous surveys. We have a few months to get motivated, fix these issues, and continue the effort to keep them in working order before the real survey.

The After Action Report went out network-wide; the surveyors report will go out later this week. The key to a successful survey is to fix the problems and bring the hospital into compliance with JCAHO standards.

JCAHO compliance is everyone's job.

The QI Office would like to extend a special thanks to Terry Flemings, Cynthia Deming, and Betty Jenkins who voluntarily shadowed surveyors and took copious notes for us.

Thank you to everyone for your assistance during the survey.